GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:464
ANSWERED ON:28.02.2008
INCIDENTS OF THEFT
Nahata Smt. P. Jaya Prada;Singh Shri Uday

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is aware of the frequent and increasing incidents of theft of valuables from the baggage of passengers after the security check-in of various airlines;

(b) if so, the details of such incidents reported during thelast two years and the number of cases solved so far;

(c) whether the airlines have taken any steps to curb such incidents of theft and to offer compensation to those whose things were stolen;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a)&(b): Yes, Sir. While information regarding incidents of thefts is being collected from all airlines, to curb such incidents, all loaders are frisked throughly before and after the loading, vigilance has been enhanced at airports,loading/unloading of checked-in bagggage is done under supervision of security, automated In-line Baggage X-Ray Screening system is being introduced at major airports.

(c),(d)& (e): Scheduled domestic airlines have taken following steps to curb the baggage theft cases:Passengers are advised not to carry their jewellery and cash in their checked-in baggage; In-house vigilance team of airlines at major airports to check cases of theft /pilferage; Surprise frisking of loaders before and after the loading; Loading/unloading of checked-in baggage under supervision of security/Airport services staff; Utilisation of CCTVs available at airports; Automated Baggage Reconciliation system at metros to reduce instances of such mishandlings;Extensive training is imparted to ramp staff (especially loaders) on baggage handling;Estalishment of dedicated baggage handling units at Metros. Airlines also give compensation for baggage lost cases as per company policy, which has been displayed on their respective websites.